

13 MAY 2010

# UPC outreach program NDSL Jax

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**"T**hank you for calling the Navy Drug Screening Laboratory, Jacksonville" is the automated greeting customers hear when they phone the Navy Drug Screening Laboratory, Jacksonville (NDSL JAX).

The customer is then led down an automated-phone-tree-path where they most frequently opt for the Laboratory operator.

At this point, callers hear the pleasant voice of the command executive secretary (a retired Army first sergeant): "Hello, this is Bobbie Wiggins, how may I help you?" Her delightfully positive disposition reinforces the professionalism and efficiency with which she manages the command quarterdeck.

Wiggins is the first point of contact for the NDSL JAX Outreach Program. Initiated by Cmdr. Eric Hoffman, commanding officer of NDSL JAX, this program assists the Laboratory's external customers: submitting commands' leadership (Commanding Officers, Executive Officers and Command Master Chiefs) and Urinalysis Program Coordinators (UPC).

This program is multi-faceted and includes direct UPC assistance, Laboratory tours, and information on drug testing. While this program targets commands in the local area, all submitting commands (Navy, Marine Corps and Army) across the globe are welcome and encouraged to participate.

The NDSL JAX Support Services Department is led by Terri Grau, a retired

Navy Reserve petty officer with over 15 years of accumulated knowledge about the urinalysis program collection and submission processes.

Grau maintains a database of all urinalysis submissions from local area commands; this database contains information on the numbers of specimens submitted and the different types of discrepancies observed with these submissions.

She knows many UPCs on a first name basis and her department is pivotal in this new program. "This urinalysis outreach program is very helpful," said Grau. "It enables each UPC iron out any issues that he or she may have with urinalysis testing."

The NDSL JAX Outreach Program is also the vehicle for arranging laboratory tours that include a presentation discussing drug testing and common issues observed with specimens submitted to NDSL JAX.

Tours allow command leaders and UPCs to ask questions of our senior scientists and to see our operations in action.

Lt. Hak Auth, a senior laboratory scientist with NDSL JAX said, "The tours are well received by the personnel who find the information valuable. Although the experience might be a bit overwhelming from a scientific standpoint, the tour is quite a learning experience for everyone."

Anyone with an interest in the NDSL JAX Outreach Program should call 904-542-7755 (DSN 942-7755) or email at [dljax@med.navy.mil](mailto:dljax@med.navy.mil).

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